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DECLARATION - USA PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled **METHOD AND SYSTEM FOR PROVIDING ELECTRONIC USER ASSISTANCE**; the specification of which was filed on **June 6, 2001** as Application Serial No. (09/876,788). I hereby authorize and request Knobbe, Martens, Olson & Bear, LLP, and its attorneys, 620 Newport Center Drive, Sixteenth Floor, Newport Beach, California 92660, Customer No. 20,995, to insert the application number of said application, when known, in the above parentheses;

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above;

I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56;

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful, false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of first inventor: **Ronald A. Linyard**

Inventor's signature Ronald A. Linyard

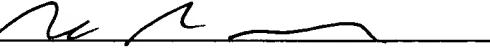
Date 6/18/01

Residence: **11999 Oakview Way, San Diego, CA 92128**

Citizenship: **United States**

Post Office Address: **Same as above**

Full name of second inventor: **Arlyn Asch**

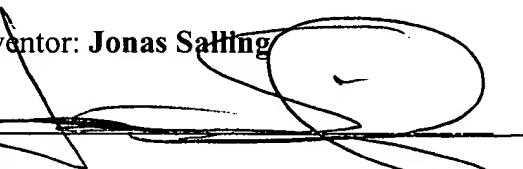
Inventor's signature 

Date 6/18/01

Residence: **11315 Tribuna Avenue, San Diego, CA 92131**

Citizenship: **United States**

Post Office Address: **Same as above**

Full name of third inventor: **Jonas Salling** 

Inventor's signature 

Date 6/18/01

Residence: **2084 Kettner Blvd. #35, San Diego, CA 92101**

Citizenship: **Swedish**

Post Office Address: **Same as above**

Full name of fourth inventor: **Brian C. Sparks**

Inventor's signature 

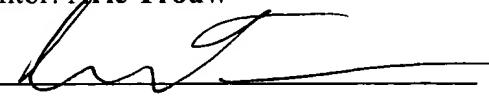
Date 6-18-2001

Residence: **10117 Lauren Way, Santee, CA 92071**

Citizenship: **United States**

Post Office Address: **Same as above**

Full name of fifth inventor: **Arie Trouw**

Inventor's signature 

Date 6/18/2001

Residence: **1645 Olmeda Street, Encinitas, CA 92024**

Citizenship: **United States**

Post Office Address: **Same as above**

Full name of sixth inventor: **Mark Wineman**

Inventor's signature Mark Wineman

Date 6/18/2001

Residence: **5416 Panoramic Lane, San Diego, CA 92121**

Citizenship: **United States**

Post Office Address: **Same as above**

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